 <p>Standard Operating Procedure Telemedicine</p>	Document Title: Patient Consults for Telemedicine		SOP Number:
	Author: April Reed Teresa McGregor Telemedicine Nurses		Authorized By:
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Patient Consults for Telemedicine

I. Purpose

This standard operating procedure (SOP) describes the process for facilitating telemedicine appointments via the Ontario Telemedicine Network.

II. Scope

Telemedicine Appointments for Inpatients, Out Patients including Home Video Visits


III. Patients

Inclusion Criteria

1. Any Patients that the Physician or Multidisciplinary Team determines are appropriate candidates for OTN appointments could include but is not limited to:
 - a. Follow up appointments for test results
 - b. Management of complex symptoms
 - c. Information and education
 - d. Management of side effects
 - e. Supportive care
 - f. Family consultations
 - g. Offsite inpatient urgent consults
 - h. Monitoring pre/post transplant or surgical patients
2. Patient or Family have access to OTN either
 - a. At a Host site location in patient's community
 - b. Home Video Visit – patient/family has access to internet, PC/Tablet and email and does not require nursing support for appointment

Exclusion Criteria

1. Patients who the Physician or Multidisciplinary Team determine are not good candidates for OTN visits.
2. Patients that prefer to see the Physician and/or Multidisciplinary Team in person.
3. Patients that do not have access to required technology.
4. Patients without valid OHIP coverage.
5. Patient/Substitute Decision Maker/POA for Healthcare that does not consent to telemedicine.

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IV. Referral and Scheduling Procedure


Physician or Multidisciplinary Team will determine which of their existing patients are candidates for OTN visits, and then will provide patient with the option for their appointment to occur via OTN.

WRH is Consultant Site

1. Physician or Multidisciplinary Team obtains verbal consent from the patient that they are willing to use OTN for next appointment.
2. Clerk to complete TM Referral Form indicating a request for a telemedicine event. Clerk to provide appointment date and time, length of time for the appointment, indicate the type of appointment (ie follow up), and any assessments that are required. Clerk please indicate if this is patient's first telemedicine appointment or the date of their last telemedicine appointment.
3. If patient is an inpatient, clerk must include the site and floor the patient is admitted.
4. Telemedicine RN contacts patient OTN site for availability to ensure they can support OTN appointment on requested date and time with nursing support if required.
5. Telemedicine RN receives event confirmation from Patient Site via email.
6. Telemedicine RN contacts patient and communicates appointment details, explains how OTN works and reviews how their personal health information will be protected and kept private.
7. Telemedicine RN notifies requesting clerk of telemedicine appointment confirmation by email.

WRH is Patient Site

1. Physician or Multidisciplinary Team obtains verbal consent from the patient that they are willing to use OTN for next appointment.
2. Physician or Multidisciplinary Team initiates an external referral.
3. Consultant site schedules event in NCompass (OTN scheduling).
4. Consultant site contacts WRH Telemedicine RN to confirm patient site, date and time via email.
5. Consultant site confirms telemedicine appointment with patient.
6. Consultant site send appointment confirmation via email to TM RN.
7. Telemedicine nurse enters confirmation of appointment in Telemedicine calendar.

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Home Video Visit

1. Physician or Multidisciplinary Team determine patient/family meets criteria for a home video visit - has access to internet, PC/Tablet and email and does not require nursing support for appointment.
2. Physician or Multidisciplinary Team obtains verbal consent from the patient that they are willing to use OTN for next appointment.
3. Physician or Multidisciplinary Team explains how OTN works and reviews how their personal health information will be protected and kept private.
4. Clerk completes TM referral form requesting a Home Video Visit. Clerk to provide patient's email and indicate approximate time frame for scheduling.
5. Telemedicine RN provides OTNHub scheduling support to Physician or Multidisciplinary team.
6. Telemedicine RN emails patient a test email and ensures a test call is completed prior to appointment.
7. Telemedicine RN to obtain patient pharmacy name and fax # for prescriptions if required at time of booking.
8. Telemedicine RN, Physician or Multidisciplinary Team sends OTN invite link to patient or family prior to appointment.
9. Physician must be part of Home Video Visit Pilot, all allied staff can connect to patients in home with no limitations.

V. Event Details

WRH Consultant Site

1. Telemedicine RN will ensure support is available for OTN connection with Patient Site.
2. TM nurse, staff RN, ortho tech or RPN obtains faxed assessments from Patient Site as requested by Physician or Multidisciplinary Team.
3. TM nurse, staff nurse, ortho tech, or RPN obtains any specific assessment information from patient via camera as requested by physician.
4. TM nurse, staff RN, ortho tech, RPN notifies Oncologist or Multidisciplinary Team that Telemedicine appointment is ready.
5. Once call connected, introduction of all participants are made on camera.
6. Telemedicine appointment is completed.
7. The Physician or Multidisciplinary Team makes recommendations for follow-up.
8. The Physician or Multidisciplinary Team orders any tests as required and faxes any prescriptions directly to patient's pharmacy.
9. The patient is informed if a follow-up visit is required, and whether the next visit will be by telemedicine or in-person.
10. Clerk schedules follow up appointment and any tests as per protocols. If telemedicine is required clerk to follow steps outlined in Referral and Scheduling Procedure WRCC is Consultant Site Section of SOP.

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WRH Patient Site

1. Patient greeted by Telemedicine RN, orients patient to OTN procedures, obtains consent for participation.
2. Telemedicine RN verifies patient using 2 patient identifiers, and patient’s health card number.
3. Telemedicine RN Facilitates event requirements per Consulting Physician request prior to or during call.
4. Telemedicine RN to ensure OTN connection with Consultant Site is obtained.
5. Once call connected, introduction of all participants are made on camera.
6. The patient encounter continues with examination and assessment components as required.
7. Patient site and consultant site document per college requirements, and site protocols.
8. The consultant makes recommendations for follow-up.
9. The consultant orders any tests as required, fax any prescriptions directly to patient’s pharmacy.
10. The consultant informs patient if a follow-up visit is required, and whether the next visit will be by telemedicine or in-person.
11. Consultant will faxes orders/requisitions/consents to patient site Telemedicine RN, who will give them to the patients.

Home Video Visit

1. Patient/Family to ensure telemedicine appointment is conducted in a setting that is private and conducive to the delivery of care where privacy can be assured.
2. Once call connected, introduction of all participants are made on camera.
3. The interview style telemedicine appointment is completed.
4. WRH Physician to inform patient of follow-up appointment before disconnecting.
5. Consultant site documents as per college requirements.